Job Title: Ballpark Operations Coordinator

Department: Parks and Recreation

Immediate

Supervisor: Ballpark Supervisor – Business Operations

Origination Date:	09/30/2008
Revision Date:	08/16/2013
Job Grade	606
FLSA Status	Exempt

BRIEF DESCRIPTION OF THE JOB:

Assists in executing and overseeing Goodyear Ballpark and Recreational Complex operations by performing a variety of sports facility functions associated with a multi-use, public assembly facility including coordinating, planning, organizing and facilitating events and activities, operations, promotions, sales and budget administration. The Ballpark Coordinator works with professional baseball teams, promoters, contract services providers, and lessees to assist in the overall success of the activity or event while maintaining compliance with City, user contract and departmental policies, procedures and guidelines.

ESSENTIAL FUNCTIONS:

This information is intended to be descriptive of the key responsibilities of the position. The following examples do not identify all duties performed by any single incumbent.

	Physical Strength Code	ESSENTIAL FUNCTIONS
1	S	Manages sports facility events by scheduling and participating in conceptual meetings; determining locations; developing cost projections in accordance with approved fee schedules; coordinating with other departments, vendors, and agencies; planning concessions and maintenance; evaluating event and activity effectiveness and recommending improvement.
2	S	Assists in management of spring training and off-season baseball and non-baseball event operations by recruiting, hiring, training, supervising, and scheduling event services staff and volunteers; develops and administers staff handbooks and training materials; plans, evaluates and monitors performance of assigned staff; develops and implements staff and volunteer recognition/reward program; schedules, monitors and tracks employee hours and leaves; coordinates pre-game and in-game activities; responds to tenant needs.
3	S	Executes contracts, produces comprehensive complex reports, orders and procures materials, supplies, equipment and services; processes invoices and enters purchases orders; responds to public inquiries; collects fees and balances accounts.
4	S	Coordinates a variety of recreational programs by developing leagues, local/national tournaments and camps, processing registrations, scheduling meetings, developing literature, coordinating maintenance activities, and developing reports and evaluations; researches competitors' events and programs; recommends areas of improvement.
5	S	Develops and administers strategies designed to increase facility utilization and enhancement of events; provides post-event reports to and performs follow up surveys with facility users.

	Physical Strength	
	Code	ESSENTIAL FUNCTIONS
6	S	Recommends annual budget and expenditures by forecasting revenues and expenses for programs, authorizing payments, monitoring expenditures, recommending adjustments, and evaluating program performance.
7	S	Manages ticket office operations by recruiting, hiring, scheduling, training and supervising ticket office staff and volunteers, coordinating group events, responding to tenant needs, acting as liaison to ticket service provider, monitoring expenditures and recommending adjustments; develops ticket operations procedures and maintains current ticket operations manual.
8	S	Plans, coordinates, organizes, and manages the sale of tickets; coordinates and executes Will Call; accounts for all ticket sales in accordance with ballpark rules and regulations; provides superior customer service by phone and at ticket windows; builds events in ticketing system including manifest, price tables, hold/kills, discounts and presales, sets up accounts, processes refunds and exchanges, collects receipts, and balances accounts; reconciles daily deposits and event day ticket sales; tracks attendance; compiles data and prepares accurate and comprehensive timely reports, including event settlement; processes donation requests and documents all complimentary tickets.
9	S	Performs research on individuals, groups, and season ticket holders through surveys; compiles and analyzes data; researches competitors' events and programs; recommends improvement. Responsible for retaining current clients, including group accounts and season ticket renewals.
10	S	Develops and implements sales plans and strategies designed to increase individual, group, and season ticket sales and development of events; assists in production of collateral material including Point of Sale and season ticket stock, promotional pieces and website updates; actively prospects for new leads through extensive cold calling and initiating outside sales opportunities; acts as liaison to groups utilizing the ballpark during game days or other events; develops script for phone sales and information for phone representatives; leads and manages group outreach efforts in community, schools and other organizations with the purpose of educating them on ticket offerings and soliciting sales on a year-round basis.
11	S	Manages off-season events by participating in conceptual meetings; determining locations; coordinating with other departments, vendors, and agencies; monitors and updates Ballpark web pages with current event information. Researches competitors' events and programs; evaluates event and activity effectiveness and recommends improvement.

JOB REQUIREMENTS:

	JOB REQUIREMENTS
Formal Education/	Work requires broad knowledge in a general professional or technical field.
Knowledge	Knowledge is normally acquired through four years of college resulting in a
Timo wiedge	Bachelor's degree or equivalent.
Experience	Minimum three years experience in a related field.
Certifications and	Valid Driver's License
Other Requirements	
Reading	Work requires the ability to read municipal contracts, COAC's, yearly
	reports, and budget expenditure reports.
Math	Work requires the ability to perform general math calculations such as
	addition, subtraction, multiplication, and division.
Writing	Work requires the ability to write reports, and general correspondence.
Managerial	Semi-complex - Work requires the occasional direction of helpers,
	assistants, seasonal employees, interns, or temporary employees.
Budget Responsibility	Moderate - Supports the preparation of budget documents; may do research
	to justify data used in documents for a unit or division of a department. May
	recommend budget allocations. Often compiles data and/or enters or
	oversees data entry. May have responsibility for monitoring budget
D 1' /D ' '	expenditures (typically non-discretionary expenditures).
Policy/Decision	Significant - The employee normally performs the job by following
Making	established standard operating procedures and/or policies. There is a choice of the appropriate procedure or policy to apply to duties. More complex
	work as well as decisions with more significant impacts are typically
	reviewed prior to being finalized.
Technical Skills	Broad Application - Work requires a comprehensive, practical knowledge
Teemnear Skins	of a technical field with use of analytical judgment and decision-making
	abilities appropriate to the work environment of the organization.
Interpersonal/Human	High - In addition to the sharing of information, interactions at this level
Relations Skills	may also include providing advice to others outside direct reporting
	relationships on specific problems or general policies/procedures. In many
	of the interactions, contacts may require the consideration of different
	points of view to reach agreement. Elements of persuasion may be
	necessary to gain cooperation and acceptance of ideas.

Physical Demands

Frequency Code Scale

N = Never	R = Rarely	O = Occasionally	F = Frequently	C = Constantly
Never occurs	Less than 1 hour/week	Up to 1/3 of the time	From 1/3 to 2/3 of the time	2/3 or more of the time

Physical	Frequency Code	Description:	Physical	Frequency Code	Description:
Demand	(Mark only one)	(Check all that apply)	Demand	(Mark only one)	(Check all that apply)
Standing	□ N □ R □ O ⊠ F □ C	☐ Making presentations ☐ Observing work site ☐ Observing work duties ☐ Communicating with co-workers	Pushing/ Pulling	□ N □ R □ O ☑ F □ C	☒ File drawers☒ Equipment☒ Tables and chairs☐ Hoses
Fine Dexterity	□ N □ R □ O □ F ⊠ C	☑ Computer keyboard☑ Telephone keypad☐ Calculator☐ Calibrating equipment	Climbing	□ N ⊠ R □ O □ F □ C	⊠ Stairs □ Ladders □ Step stools □ Onto equipment
Walking	□ N □ R □ O ⊠ F □ C	☒ To other departments/offices☒ Around work site	Vision	□ N □ R □ O □ F ⊠ C	☒ Reading☒ Computer screen☒ Driving☒ Observing work site
Lifting	□ N □ R ⊠ O □ F □ C	⊠ Supplies ⊠ Equipment □ Files	Foot Controls	□ N □ R ⊠ O □ F □ C	☑ Driving☐ Operating heavy equipment☐ Operating Dictaphone
Carrying	□ N □ R ⊠ O □ F □ C	Supplies □ Equipment □ Files	Balancing	□ N ⊠ R □ O □ F □ C	☐ On ladders ☑ On equipment ☐ On step stools
Sitting	□ N □ R □ O ⊠ F □ C	☑ Desk work ☑ Meetings ☑ Driving	Bending	□ N □ R 図 O □ F □ C	☒ Filing in lower drawers☒ Retrieving items from lower shelves/ground☒ Making repairs
Reaching	□ N □ R 図 O □ F □ C	☑ For supplies ☐ For files	Crouching	□ N □ R ☑ O □ F □ C	☐ Filing in lower drawers ☑ Retrieving items from lower shelves/ground
Handling	□ N □ R □ O ⊠ F □ C	☑ Paperwork ☑ Monies	Hearing	□ N □ R □ O □ F ☑ C	☑ Communicating via telephone/radio, to co-workers/public☐ Listening to equipment
Kneeling	□ N 図 R □ O □ F □ C	☒ Filing in lower drawers☒ Retrieving items from lower shelves/ground	Twisting	□ N □ R □ O ⊠ F □ C	☒ From computer to telephone☒ Getting inside vehicle
Crawling	⊠ N □ R □ O □ F □ C	☐ Under equipment ☐ Inside attics/pipes/ditches	Talking	□ N □ R □ O □ F ⊠ C	☑ Communicating via telephone/radio, to co-workers/public
Other		(Explain)			

Physical Demands (continue	d)							
Machines, Tools, Equipment	and Work	Aids:						
Telephone, fax, copier, vehicle,								
	a .							
Computer Equipment and S								
Computer, printer, scanner, cash register	, Microsoft Off	ice, Internet, N	aviline, Lotus	Notes,				
Environmental Factors:								
Environmental Conditio	ns	Never	Seasonally	Several T	imes	Several Ti	mes	Daily
				Per Mo	nth	Per Wee	ek	
Extreme temperature (heat, cold, extreme temp. changes from the changes fr	om outside		×					
work)	om outside							
Wetness and/or humidity			X					
(bodily discomfort from moisture) Respiratory hazards		_		_				
(fumes, gases, chemicals, dust and dis	rt)							
Noise and vibration		X						
(sufficient to cause hearing loss) Physical hazards								
(high voltage, dangerous machinery,	aggressive	X						
prisoners, patients – <u>not customers</u>)								
Health and Safety Condition	s:							
Health and Safety Conditions	N = Never	R = Rarel	y O = O	ccasionally	F =	Frequently	C =	Constantly
	Never	Less than		or more of		n 1/3 to 2/3		or more of
N 1 : 11 1	occurs	hour per we	eek th	e time	of	the time	1	the time
Mechanical hazards Chemical hazards	X X							
Electrical hazards	X							
Fire hazards	X							
Explosives	X							
Communicable diseases	X							
Physical danger or abuse	X							
Other (specify)								
Primary Work Location:								
✓ Office Environment								
☐ Warehouse								
☐ Shop								
☐ Vehicle								
☐ Recreation Centers/Neighborhood	d Centers							
⊠ Outdoors								
☐ Other (Specify)								
								
Protective Equipment Requi	red:							
Sunscreen								

Job Demands

Overall Strength Demands:

	Overall Strength Demands
⊠ Sedentary	Exerting up to 10 pounds occasionally or negligible weights frequently; sitting most of the time.
Light	Exerting up to 20 pounds occasionally, 10 pounds frequently, or negligible amounts constantly <u>AND/OR</u> walking or standing to a significant degree.
☐ Medium	Exerting 20-50 pounds occasionally, 10-25 pounds frequently, or up to 10 pounds constantly.
☐ Heavy	Exerting 50-100 pounds occasionally, 25-50 pounds frequently, or from 10 up to 20 pounds constantly.
☐ Very Heavy	Exerting over 100 pounds occasionally, 50-100 pounds frequently, or from 20 up to 50 pounds constantly.

Non-physical Demands:

Non-physical Demands	Frequently	Occasionally	Rarely	Never
Time Pressures		×		
Emergency Situations				
Frequent Change of Tasks		×		
Irregular Schedule/Overtime		×		
Performing Multiple Tasks Simultaneously		×		
Working Closely with Others as Part of a Team	X			
Tedious or Exacting Work				×
Noisy/Distracting Environment			×	
Other (Describe below.)				

EXPECTED BEHAVIOR:

Staff – Expected Behavior

The employee is expected to embrace, support, and promote the City's values, beliefs, and culture Which include but are not limited to the following:

- Be positive. Do not participate in gossip
- Maintain confidentiality
- Walk the talk uphold and live the Goodyear culture
- Encourage positive feedback
- Be accountable submit responses to all requests for information by due date and meet deadlines
- Support a learning culture
- Be on time for all meetings
- Create and implement ethical standards for your worksite
- Be fiscally responsible

- Support the City's values and mission
- Let common sense prevail
- Be visionary anticipate issues
- Support organizational change
- Establish and maintain positive and effective working relationships with co-workers, supervisors, subordinates, contractors and vendors
- Understand City policies and procedures, make rational decisions/recommendations in accordance with established policy.
- Work in a safe manner and report unsafe activities and conditions. Follow the City-wide safety policy and everyone's responsibility. Make it a critical part of the day to day operations.
- Foster teamwork and actively participate on teams and in City activities
- Lead by example
- Provide outstanding customer service to internal and external customers

These traits are not basic job requirements but are expected behavior. Other duties and responsibilities will be performed as assigned.

SIGNATURES—REVIEW AND COMMENT:

I have reviewed this job analysis and its attachments and find it to be an accurate description of the demands of this job.

	Signature of Employee	Date
Job Title of Supervisor	Signature of Supervisor	Date
ob Title of Department Director	Signature of Department Director	Date
ents:		

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required of personnel so classified in this position. This job description is subject to change as the needs and requirements of the job change.